

# FAMILY READINESS PROGRAM

## QUICK REFERENCE GUIDE

### MILITARY ONESOURCE OFFERS SIX FREE COUNSELING SESSIONS

Counselors are available for you to visit in person, in your local community. You have access to up to six (6) in-person counseling sessions with a licensed counselor at NO COST TO YOU and Military OneSource takes care of all the paperwork. Call Army One Source and ask for a referral. Call Army One Source today.

**1/800-342-9647**

**Online:** [www.militaryonesource.com](http://www.militaryonesource.com)

**User ID:** military

**Password:** Onesource

### HEALTHCARE

#### TRICARE

<http://www.tricare.osd.mil/>

1/888-363-2273

#### MYPAY

Questions? Call customer support at 1/800-390-2348, Monday through Friday between 7 a.m. and 7:30 p.m. EST.

### SOLDIERS & AIRMEN'S ASSISTANCE FUND

919-859-3390 ext. 3

### THE AMERICAN RED CROSS

The Red Cross offers counseling, information, referrals, emergency financial assistance, and other social services to military families. Red Cross Armed Forces Emergency Service workers are neutral personnel to whom military persons or family members can go for confidential problem solving. [www.redcross.org](http://www.redcross.org). Armed Forces Emergency Services. To reach your family in times of emergency 24/7, 365 days a year at 1/877-272-7337.

### ID CARDS

To locate an ID Card Facility, visit:

<http://www.nc.ngb.army.mil/family/rapid.asp>

### DEERS

Make sure your address and other pertinent information is updated in DEERS.

[www.tricare.osd.mil/deers](http://www.tricare.osd.mil/deers)

1/800-538-9552

### VETERAN'S AFFAIRS (VA)

Veteran's Affairs offers Readjustment Counseling Services for service members & their families working toward readjustment in 5 areas throughout NC. The Centers operate Monday-Friday – 8am – 4:30pm. For more information on Veteran's Affairs, visit [www.va.gov/](http://www.va.gov/)

#### Locations:

Charlotte Vet Center, 704/333-6107  
Fayetteville Vet Center, 910/488-6252  
Greensboro Vet Center, 336/333-5366  
Greenville Vet Center, 252/355-7920  
Raleigh Vet Center, 919/856-4616

### STATE FAMILY READINESS CONTACTS

NCNG: [www.nc.ngb.army.mil/](http://www.nc.ngb.army.mil/)

Family Readiness Program: [www.nc.ngb.army.mil/family/](http://www.nc.ngb.army.mil/family/)

Email: [ncngfamily@nc.ngb.army.mil](mailto:ncngfamily@nc.ngb.army.mil)

**Diane Coffill**, State Family Program Director  
800-621-4136 ext. 6324

**Vacant**, State Family Program Assistant  
800-621-4136 ext. 6124

**Kathleen Flaherty LTC (Ret)**, Wing Family Program Coordinator  
800-621-4136 ext. 4949

**Pamela Hughes**, FRG Advisor  
800-621-4136 ext. 8742

**Angelena Dockery**, State FAC Coordinator  
800-621-4136 ext. 7583

**Alice Dean**, State Youth Coordinator  
800-621-4136 ext. 7616

### LEGAL ASSISTANCE

The Soldiers' and Sailors' Civil Relief Act of 1940 (SSCRA) was passed by Congress to provide protection to anyone entering or called to active duty in the U.S. Armed Forces. For additional information see: [www.jagcnet.army.mil/legal](http://www.jagcnet.army.mil/legal).

#### Fort Bragg Legal Assistance

910-396-6113 or 910-396-0396  
Hours: M, T, Th, F – 9am-4:30pm; W-1pm-4:30pm

### FAMILY ASSISTANCE CENTERS

Toll-Free: 800-621-4136 plus 4-digit extension

**Asheville:** 828-271-5029 (ext. 5029)

**Charlotte:** 704-359-5756 (ext. 5756)

**Greensboro:** 336-691-7712 (ext. 7712)

**Morganton:** 828-437-0746 (ext. 8112 line 18)

**Smithfield:** 919-934-2013 (ext. 8611)

### ESGR

For questions or concerns about reemployment rights with a civilian employer, please contact the National Committee for Employer Support of the Guard and Reserve (NCESGR) at 1/800-336-4590 or visit them at [www.esgr.org/](http://www.esgr.org/).